

**Administrative Plan -Table of Contents**

---

**Chapter 1**

**OVERVIEW OF THE PROGRAM AND PLAN**

PART I:	THE PHA.....	1-2
1-I.A.	Overview .....	1-2
1-I.B.	Organization and Structure of the PHA .....	1-2
1-I.C.	PHA Mission .....	1-2
1-I.D.	The PHA's Programs .....	1-3
1-I.E.	The PHA's Commitment to Ethics and Service .....	1-3
PART II:	THE HOUSING CHOICE VOUCHER (HCV) PROGRAM.....	1-4
1-II.A.	Overview and History of the Program .....	1-4
1-II.B.	HCV Program Basics .....	1-6
1-II.C.	The HCV Partnerships .....	1-6
The HCV Relationships:.....	1-7	
What Does HUD Do?.....	1-8	
What Does the PHA Do?.....	1-8	
What Does the Owner Do?.....	1-9	
What Does the Family Do? .....	1-10	
1-II.D.	Applicable Regulations .....	1-10
PART III:	THE HCV ADMINISTRATIVE PLAN .....	1-11
1-III.A.	Overview and Purpose of the Plan.....	1-11
1-III.B.	Contents of the Plan (24CFR 982.54).....	1-11
Mandatory vs. Discretionary Policy.....	1-13	
1-III.C.	Organization of the Plan.....	1-13
1-III.D.	Updating and Revising the Plan .....	1-13



**Administrative Plan -Table of Contents**

---

**Chapter 2**  
**FAIR HOUSING AND EQUAL OPPORTUNITY**

<b>PART I:</b>	<b>NONDISCRIMINATION .....</b>	<b>2-2</b>
2-I.A.	Overview .....	2-2
2-I.B.	Nondiscrimination .....	2-3
	Providing Information to Families and Owners .....	2-4
	Discrimination Complaints.....	2-4
<b>PART II:</b>	<b>POLICIES RELATED TO PERSONS WITH DISABILITIES.....</b>	<b>2-5</b>
2-II.A.	Overview .....	2-5
2-II.B.	Definition of Reasonable Accommodation .....	2-6
	Types of Reasonable Accommodations.....	2-6
2-II.C.	Request for an Accommodation .....	2-7
2-II.D.	Verification of Disability .....	2-8
2-II.E.	Approval/Denial of a Requested Accommodation [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act, Notice PIH 2010-26].....	2-9
2-II.F.	Program Accessibility for Persons with Hearing or Vision Impairments .....	2-10
2-II.G.	Physical Accessibility .....	2-11
2-II.H.	Denial or Termination of Assistance .....	2-12
<b>PART III:</b>	<b>IMPROVING ACCESS TO SERVICES FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP) .....</b>	<b>2-13</b>
2-III.A.	Overview .....	2-13
2-III.B.	Oral Interpretation.....	2-14
2-III.C.	Written Translation .....	2-14
2-III.D.	Implementation Plan .....	2-15
<b>Exhibit 2-1: Definition of a Person with a Disability Under Federal Civil Rights Laws [24 CFR Parts 8.3, and 100.201]</b> .....		<b>2-16</b>